



December 12, 2014

To: Executive Board

Subject: **SMARTBus Replacement Project Update**

Recommendation

Receive and file the status update on the Foothill Transit SMARTBus replacement project.

Background

Foothill Transit's current computer-aided dispatch and automatic vehicle location (CAD/AVL) system, branded "SMARTBus System" (SBS) was procured in 2005 and implemented in 2007. This technology is a key component to the operation of service by providing communications, vehicle location, as well as other data collection and reporting. Dispatchers and Customer Service Representatives utilize the automatic vehicle locators to manage the service and provide customers with information regarding their bus location and arrival time. The system also includes on-board video cameras and recorders for safety and incident investigation as well as a number of components that gather data and calculate passenger boardings used to improve service.

The current SBS system is nearing its end of life and with recent technology advances, much more robust and customer friendly options are available. Recognizing the technical complexity of replacing the system, in June 2014 the Foothill Transit Executive Board authorized the Executive Director to execute a contract with IBI Group to provide technical advisory services and to assist in developing performance specifications for a new computer aided dispatch and automatic vehicle location (CAD/AVL) system, for the replacement of the analog radio, replacement of the radio, and assistance with the implementation of the SMARTBus Replacement Project.

Working with Foothill Transit staff, outside legal counsel and other consultants, IBI Group has assisted in developing the Request for Proposal for Foothill Transit's SMARTBus Replacement Project, detailing the requirements to maintain existing reporting capability, and adding new services and features that are not available with the current system. Some examples of these new services and features include:



- enhanced GPS accuracy
- onboard voice announcement capability to wirelessly send detour, schedule or emergency information to customers
- bus management system which provides alerts to dispatch and maintenance staff on required preventive maintenance, system defects and other immediate service needs
- real-time boarding and alighting information at each stop
- streamlined process for headsign management and other customer and operational information updates

In addition, integration of 4G cellular service or other voice communication technologies to replace the GPS and voice communication with a more robust and expansive service will be included in the equipment replacement project.

IBI Group facilitated stakeholder meetings to further develop the needs of the system by the various users including operations, contract management, maintenance, planning, marketing, customer service, procurement as well as sessions with all areas of the organization.

The project team has held informational meetings with numerous CAD/AVL vendors both at the Foothill Transit Administrative Offices. The RFP and System Specifications are in the final stages of development. Foothill Transit will issue an Advance Notice of Issuance of a Request for Proposals to potential proposers within the next few weeks to alert them to procurement timeline which will include the actual release date of the RFP and the date of the site visit and pre-proposal conference so that they might make any necessary travel arrangements. The RFP is scheduled to be issued in mid to late January with the goal of receiving and evaluating the proposals, conducting interviews, participating in any necessary site visits and all other procurement related tasks prior to recommendation to the Executive Board for a contract award for Spring 2015.

Budget Impact

The Fiscal Year 2014/15 Budget includes funds for the replacement of the SMARTBus and communication equipment.

Sincerely,

LaShawn King Gillespie
Director of Customer Service and Operations

Doran J. Barnes
Executive Director